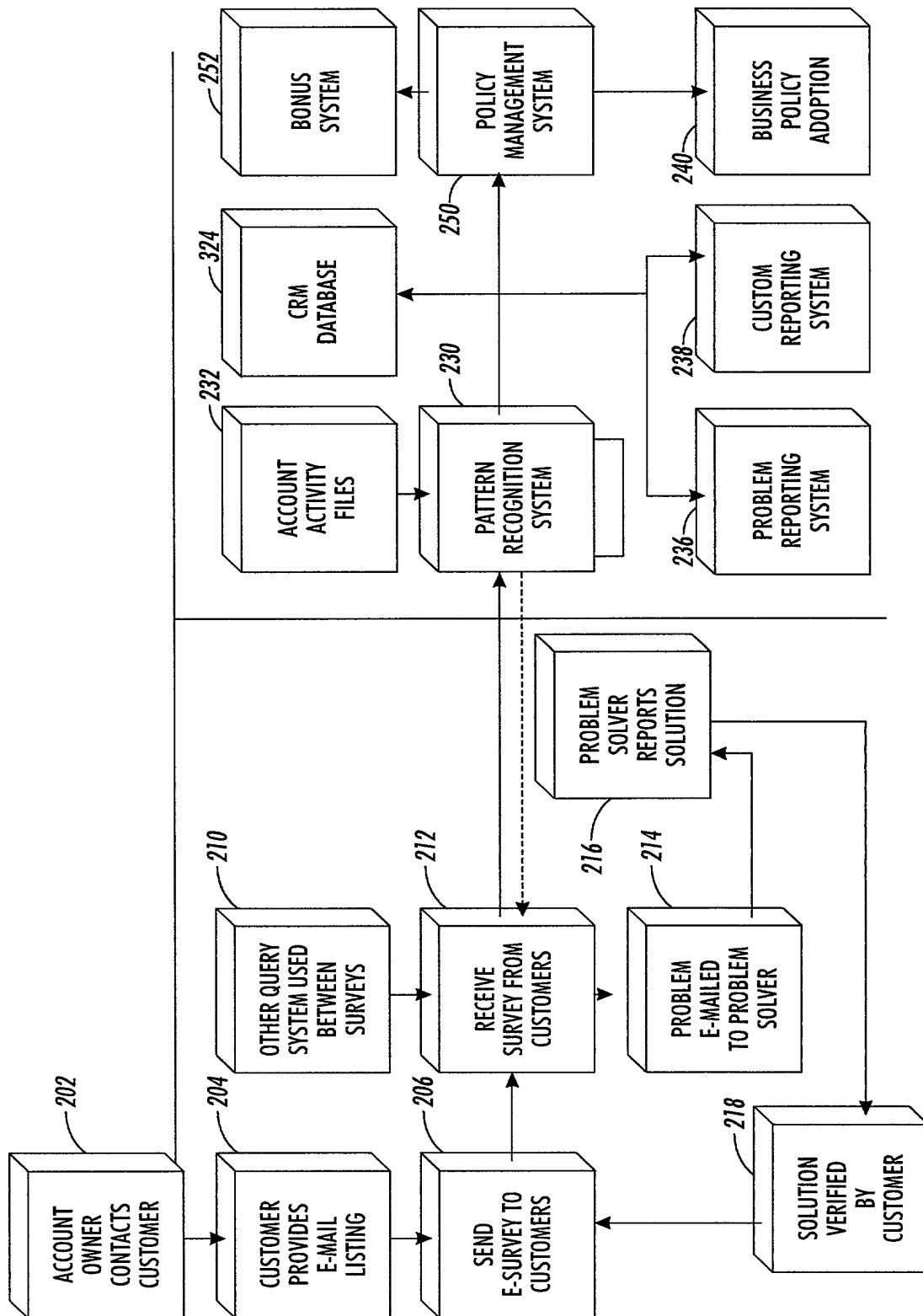
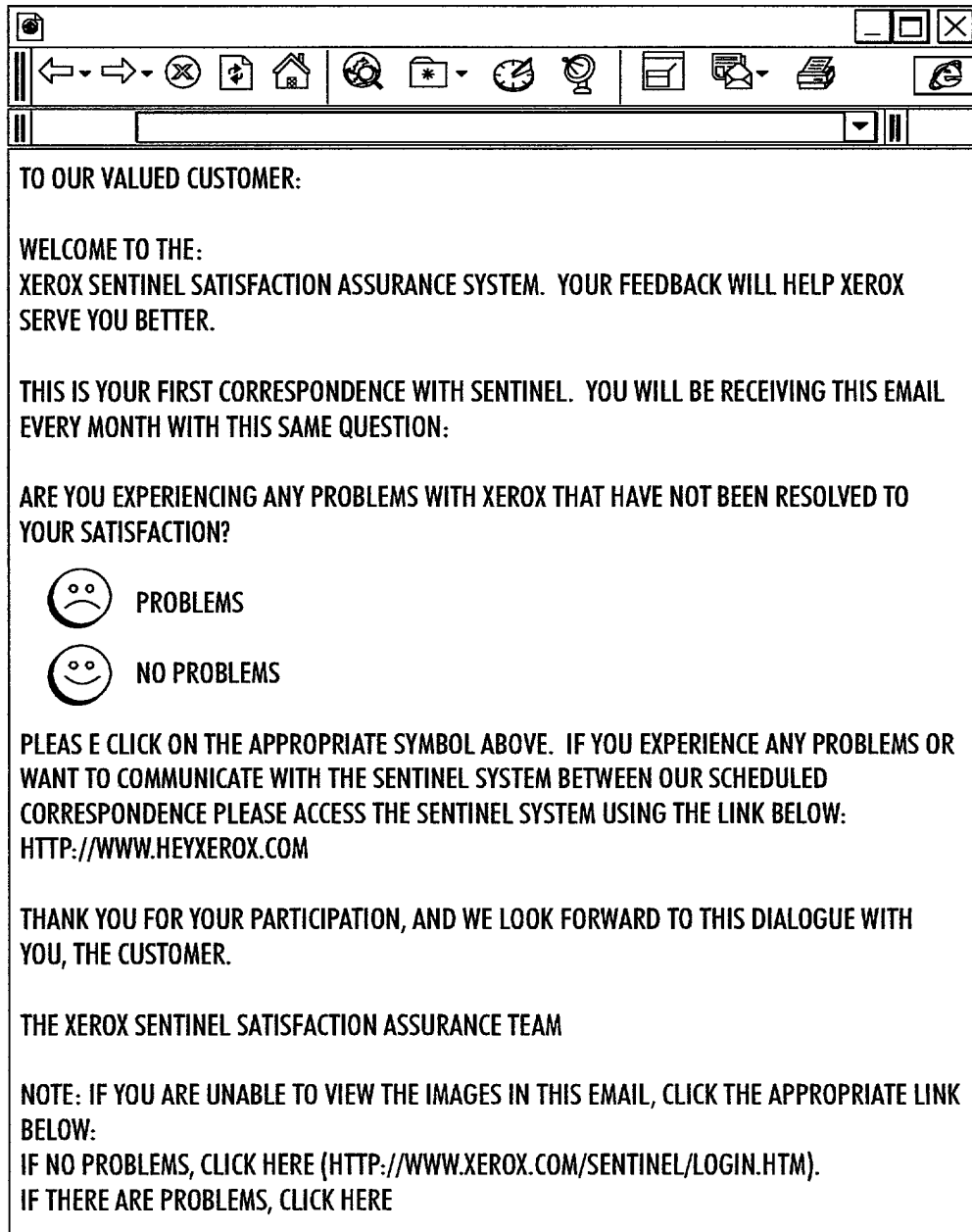


FIG. 1







TO OUR VALUED CUSTOMER:

WELCOME TO THE:
XEROX SENTINEL SATISFACTION ASSURANCE SYSTEM. YOUR FEEDBACK WILL HELP XEROX SERVE YOU BETTER.

THIS IS YOUR FIRST CORRESPONDENCE WITH SENTINEL. YOU WILL BE RECEIVING THIS EMAIL EVERY MONTH WITH THIS SAME QUESTION:

ARE YOU EXPERIENCING ANY PROBLEMS WITH XEROX THAT HAVE NOT BEEN RESOLVED TO YOUR SATISFACTION?

 PROBLEMS

 NO PROBLEMS

PLEASE CLICK ON THE APPROPRIATE SYMBOL ABOVE. IF YOU EXPERIENCE ANY PROBLEMS OR WANT TO COMMUNICATE WITH THE SENTINEL SYSTEM BETWEEN OUR SCHEDULED CORRESPONDENCE PLEASE ACCESS THE SENTINEL SYSTEM USING THE LINK BELOW:
[HTTP://WWW.HEYXEROX.COM](http://www.heyxerox.com)

THANK YOU FOR YOUR PARTICIPATION, AND WE LOOK FORWARD TO THIS DIALOGUE WITH YOU, THE CUSTOMER.

THE XEROX SENTINEL SATISFACTION ASSURANCE TEAM

NOTE: IF YOU ARE UNABLE TO VIEW THE IMAGES IN THIS EMAIL, CLICK THE APPROPRIATE LINK BELOW:
IF NO PROBLEMS, CLICK HERE ([HTTP://WWW.XEROX.COM/SENTINEL/LOGIN.HTM](http://www.xerox.com/sentinel/login.htm)).
IF THERE ARE PROBLEMS, CLICK HERE

FIG. 3

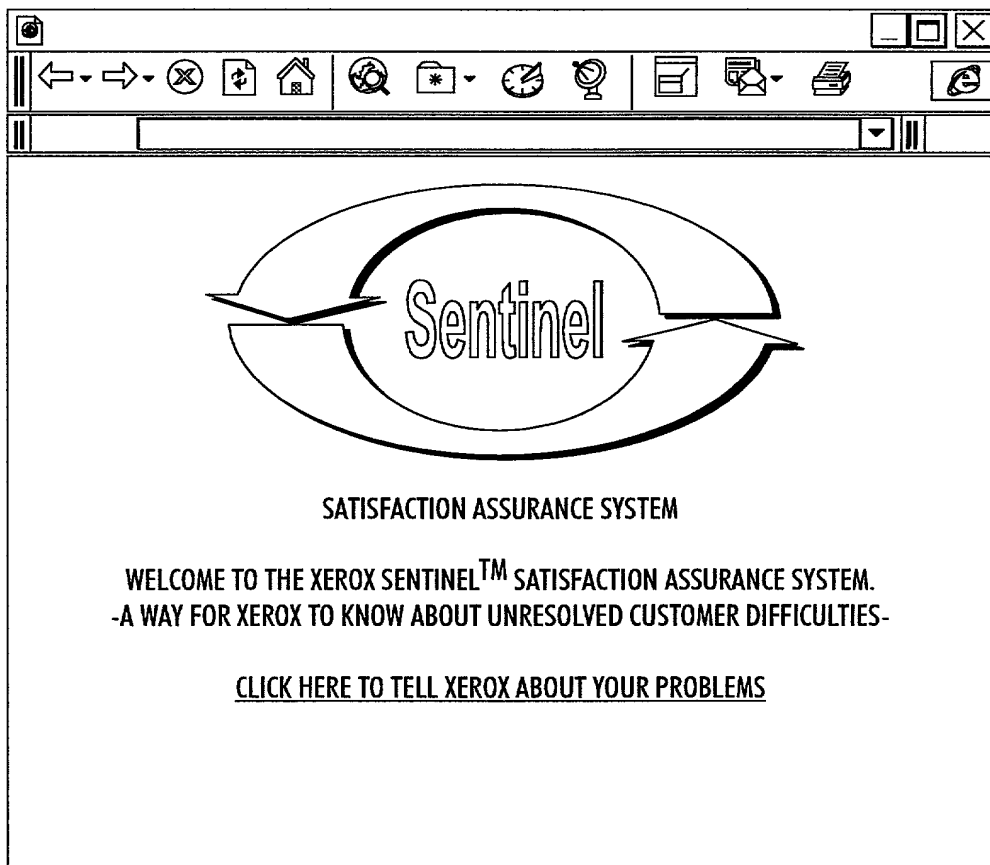



FIG. 4



SATISFACTION ASSURANCE SYSTEM

PLEASE FILL OUT THE FOLLOWING:

FIRST NAME:

LAST NAME:

EMAIL:

XEROX ACCOUNT #:

TELEPHONE:

CITY/STATE:

ZIPCODE:

CATEGORY:

PLEASE PUT IN THE MAKE/MODEL OF THE PRODUCT WITH A PROBLEM.

MAKE/MODEL:

SEVERITY:

PLEASE DESCRIBE YOUR PROBLEM:

FIG. 5

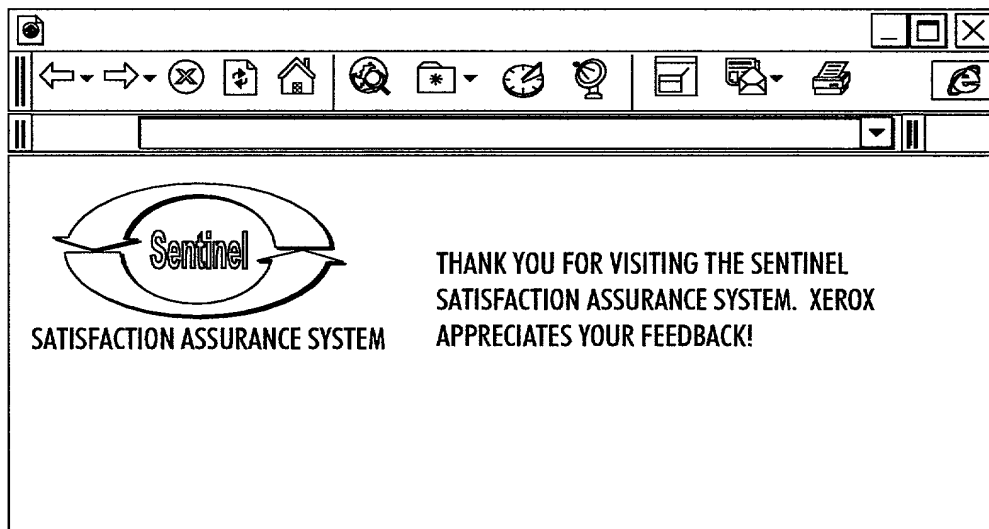


FIG. 6

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WHO	DATE	SUBJECT
CALCIUM@BBS.XBRG.COM	01:44 PM 8/19/2001	CALCIUM EVENT ADDED
CALCIUM@BBS.XBRG.COM	01:44 PM 8/19/2001	SENTINEL NOTIFICATION
CALCIUM@BBS.XBRG.COM	02:51 PM 8/19/2001	CALCIUM EVENT MODIFIED

SUBJECT: SENTINEL NOTIFICATION

THE STATE OF 22 IS ASSIGNED
TICKETID:22
DATE: 21 AUG 2001 14:18:11.000
FIRST NAME: SALLY
LAST NAME: HOOPER
E-MAIL: SALLYHPR@EARTHLINK.NET
XEROX ACCOUNT #: 12345678WZWSWESXDERLWIOLSDF
TELEPHONE: 310 555-8843
CITY/STATE: LA CA
ZIPCODE: 90040
SUMMARY: TEST
DESCRIPTION:
THIS IS A TEST PROBLEM

DESCRIPTION

SEVERITY: LOW
ASSIGNED TO: IBRC
ASSIGN DATE: 21 AUG 2001 14:18:11

FIG. 7

The image shows a graphical user interface for the Sentinel Satisfaction Assurance System. At the top is a standard Windows-style window with a title bar and a menu bar. The menu bar contains icons for file operations (back, forward, stop, home, search, print, etc.) and a help icon. Below the menu bar is a large text area. On the left side of this area is the Sentinel logo, which consists of an oval with the word 'Sentinel' inside. To the right of the logo is the text 'SATISFACTION ASSURANCE SYSTEM'. Further to the right are three input fields: 'LOGIN: XBRG', 'PASSWORD: *****', and 'PROJECT: SENTINEL' (with a dropdown arrow). At the bottom of the window are three buttons: 'OK', 'SEND PASSWORD', and a button with a question mark and the word 'HELP'.

SENTINEL
SATISFACTION ASSURANCE SYSTEM

LOGIN: XBRG
PASSWORD: *****
PROJECT: SENTINEL ▼

OK SEND PASSWORD ?
HELP

FIG. 8

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The screenshot shows a web application interface with a standard browser window. The address bar is empty. The page features a navigation bar with dropdown menus for '-TICKET-', '-MANAGE-', and '-ADMIN-', along with buttons for '? HELP', 'NOVICE', and 'IN BOX'. Below the navigation bar is a search input field and buttons for 'DISPLAY', 'UPDATE', and 'EXIT'. The main content area displays 'PAGE: 1 FILTER: NONE' and a table of tickets. The table has three rows: the first row has an empty circle, '24', and 'E'; the second row has an empty circle, '25', and 'E'; the third row has a filled circle, '26', and 'E'. To the right of the table is the label 'TICKETS'. Below the table, a legend states 'N - NOT ALLOWED TO VIEW FIELD E - EMPTY FIELD' and 'PAGE: 1'.

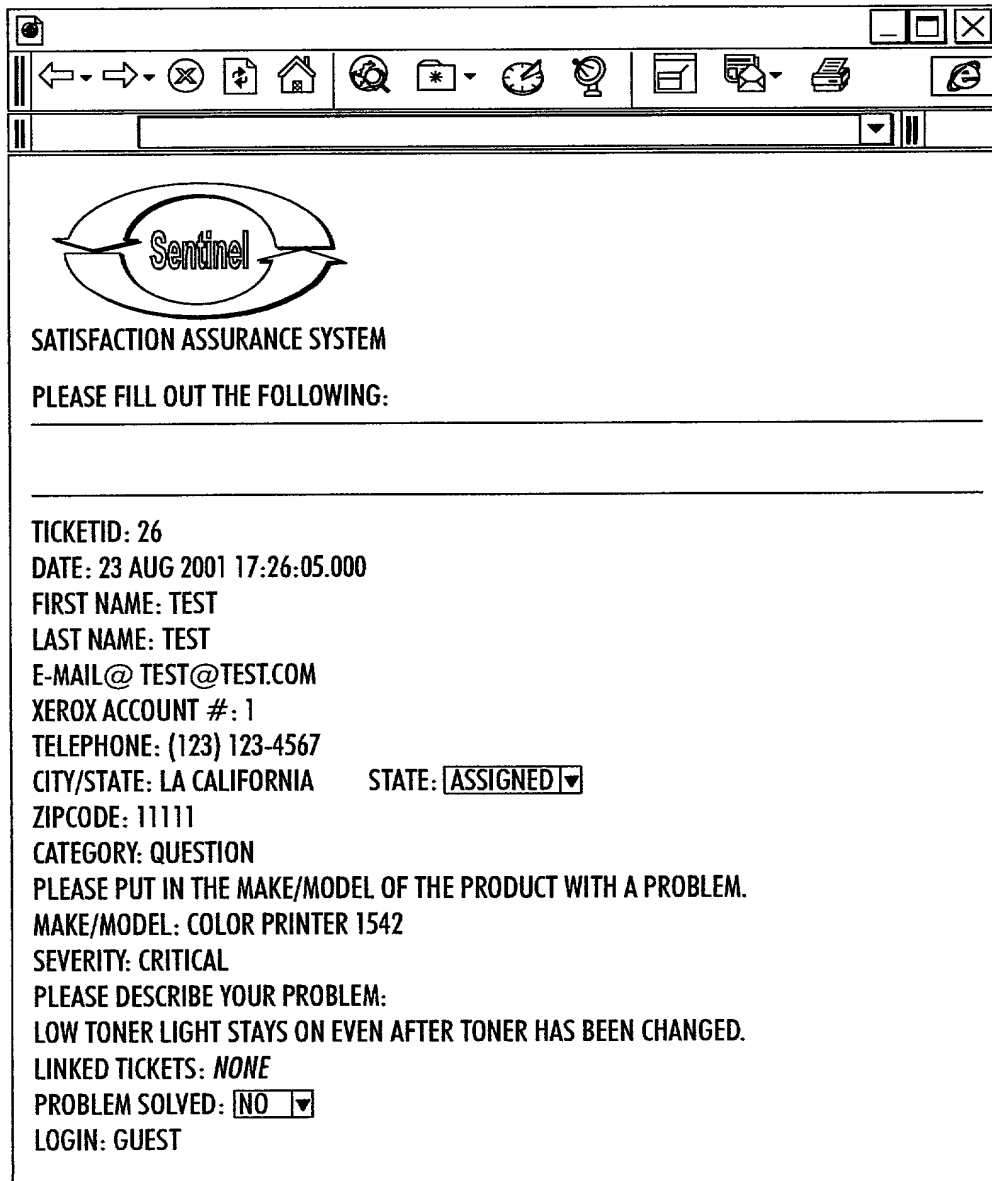
○	24	E
○	25	E
●	26	E

TICKETS

N - NOT ALLOWED TO VIEW FIELD E - EMPTY FIELD
PAGE: 1

FIG. 9

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Sentinel

SATISFACTION ASSURANCE SYSTEM

PLEASE FILL OUT THE FOLLOWING:

TICKETID: 26
DATE: 23 AUG 2001 17:26:05.000
FIRST NAME: TEST
LAST NAME: TEST
E-MAIL@ TEST@TEST.COM
XEROX ACCOUNT #: 1
TELEPHONE: (123) 123-4567
CITY/STATE: LA CALIFORNIA STATE:
ZIPCODE: 11111
CATEGORY: QUESTION
PLEASE PUT IN THE MAKE/MODEL OF THE PRODUCT WITH A PROBLEM.
MAKE/MODEL: COLOR PRINTER 1542
SEVERITY: CRITICAL
PLEASE DESCRIBE YOUR PROBLEM:
LOW TONER LIGHT STAYS ON EVEN AFTER TONER HAS BEEN CHANGED.
LINKED TICKETS: NONE
PROBLEM SOLVED:
LOGIN: GUEST

FIG. 10

The screenshot shows a web browser window with a toolbar at the top containing various icons for navigation and document management. The main content area is titled "INTERNAL ANALYSIS:" and contains a large empty text box with a vertical scrollbar. Below this, the following information is displayed:

ASSIGNED TO: IBRC
STANDARD SOLUTION: YES NO
PUBLISHED: YES NO
CREATOR E-MAIL: NONE
MODIFIED BY: GUEST
MODIFICATION DATE: 23 AUG 2001 17:26:05.000
HISTORY:
CREATED BY USER GUEST ON 23 AUG 2001 17:26:05.000

E-MAIL HISTORY:
E-MAIL SENT ON 23 AUG 2001 17:26:06 BY GUEST TO:
USER IBRC, USER ADMIN, TEST@TEST.COM

MESSAGE TEXT SENT:
THE STATE OF 26 IS ASSIGNED

At the bottom of the form, there are five buttons: OK, CANCEL, CREATE ANOTHER, ROUTE BACK, and ROUTE FORWARD.

FIG. 11